

Contents

	<i>Page</i>
Message from Secretary Herman	i
Introduction	v
 <u>Part I: The Evolution and Economics of Telework</u>	
Telework: Coming of Age? Evaluating the Potential Benefits of Telework	
CARL E. VAN HORN and DUKE STOREN	3
<i>Commentary by Carol A. Lewis</i>	29
The Nuts and Bolts of Telework	
GLENN LOVELACE	33
<i>Commentary by O. Diane Bowles</i>	43
A Framework for Understanding Telework	
AMY HELLING.....	54
<i>Commentary by Linda N. Edwards</i>	69
The Economic and Social Impacts of Telework	
SEAN T. DOHERTY, JEAN C. ANDREY and LAURA C. JOHNSON	73
<i>Commentary by Douglas Kruse</i>	98
 <u>Part II: Telework and Organizational Behavior</u>	
Employer Scheduling, Staffing and Work Location Issues	
GIL GORDON	105
<i>Commentary by Naomi Gerstel</i>	116
Human Resources Management and Development in the Telework Environment	
GEORGE G. BAFFOUR and CHARLES L. BETSEY	122
<i>Commentary by George Cave</i>	136
Observing the Impact of Communication and Information Technology on “Net-Work”	
PATRICIA RILEY, ANU MANDAVILLI and REBECCA HEINO	140
Federal Telework Topics	
WENDELL JOICE	155
<i>Commentary by Gina Vega</i>	168
 <u>Part III: The Cultural and Societal Implications of Telework</u>	
The Rise of Computing Technology and Working at Home: Data from the Current Population Survey Supplements	
ROBERT KOMINSKI	177
<i>Commentary by Harriet West</i>	214
Strategies for Preventing the Digital Divide	
ANIL KUKREJA and GEORGE M. NEELY, SR	218

Telework and Society – Implications for Corporate and Societal Cultures	
JOANNE H. PRATT	225
Navigating Work and Parenting by Working at Home: Perspectives of Workers and Children Whose Parents Work At Home	
ELLEN GALINSKY and STACY S. KIM	244
<i>Commentary by Leslie Cintron</i>	266
<u>Highlights from the Symposium Luncheon Address</u>	
It's About Time . . .	
BARBARA S. HENSLEY	272